

U.S. General Services Administration
OFFICE OF INFORMATION TECHNOLOGY CATEGORY

Alliant 2 GWAC Industry Sales Training

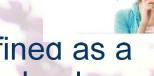
April 2020

Program Team:

- Omar Saeb, A2 PM
- Paul Bowen, Director
- Jennifer Jeans, A2 COR



What is a GWAC?



A Government Wide Acquisition Contract is defined as a task or delivery order contract for information technology.

- Contracts established by one agency for Governmentwide use
- Operated by an Executive Agency designated by the OMB -Only three agencies are designated: NASA, NIH and GSA
- Pursuant to Section 5112(e) of the Clinger-Cohen Act
- Not subject to the Economy Act



Alliant 2 Program - Goals and Objectives

- Provide integrated IT solutions to satisfy customers' evolving needs
- Ensure service continuity
- Sustain access to premier IT solutions
- Exceptionally qualified industry partners
- Meet socio-economic goals
- Create pathways to success for effective industry partners



Alliant 2 GWAC Value Proposition

- \$50 Billion Ceiling
- 10 Year Period of Performance (July 1, 2018, 5 year base term through June 30, 2023 plus a 5 year option period through June 30, 2028)
- 51 Primes
- Alliant 2 is the most COMPREHENSIVE and FLEXIBLE IT contract in the federal IT marketplace. It allows for a total solution for large complex IT requirements, including those aspects of the IT solution that aren't IT in and of themselves, but are integral and necessary to the solution – those ancillary products and services needed.



Alliant 2 GWAC Value Proposition

- Achieve socioeconomic goals Agencies to receive credit
- Solutions-based contracts for information technology services and related products
- Shortened procurement lead time
- Highly qualified contractors
- Limited Protestability-FAR 16.505 and NDAA 2017
- Supports competition through fair opportunity process
- Flexibility of contract types
- Allows for emerging technologies to be performed
- Ancillary support permitted when it is integral to and necessary for the IT servicesbased outcome





Alliant 2 Stats

Task Orders Awarded: 120

Total Estimated Value: \$10.7B

Total Obligations: \$1.4B

Total Trained: 1436

DPAs Issued: 472

SOWs Reviewed: 226

Total Agencies: 27

33 out of 51
Alliant 2
Primes have received awards!



Alliant 2 Top 10 Agencies

Agency	Bureau	Total Task Orders	Total Estimated Value
Department of the Air Force	Various	18	\$ 2,197,911,895.07
Department of Homeland Security	Various	19	\$ 2,038,499,717.09
Department of the Army	Various	13	\$ 1,754,307,590.65
Department of State	Various	2	\$ 1,241,790,243.00
Department of Treasury	Various	22	\$ 844,712,645.23
Department of Defense	U.S. Africa Command (AFRICOM), U.S. European Command (EUCOM), Combined Joint Task Force - Horn of Africa (CJTF-HOA)	1	\$ 645,510,565.19
Department of Defense	Not Specific	1	\$ 481,942,220.07
Department of the Navy	Various	12	\$ 453,988,519.01
Department of Health and Human Services	Various	7	\$ 235,760,245.79
Department of Defense	North American Aerospace Defense Command	2	\$ 160,417,840.00



Alliant 2 Primes Awards

Contract #	Prime	Total Estimated Value	# of Task Orders
47QTCK18D0001	Science Applications International Corporation	\$767,812,653.36	6
47QTCK18D0003	General Dynamics Information Technology, Inc.	\$525,335,909.66	8
47QTCK18D0004	Booz Allen Hamilton Inc.	\$740,104,981.55	24
47QTCK18D0006	Data Systems Analysts, Inc.	\$44,276,140.00	1
47QTCK18D0007	Smartronix, Inc.	\$162,122,626.52	2
47QTCK18D0008	Leidos, Inc.	\$208,799,832.74	5
47QTCK18D0009	CACI, Inc Federal	\$3,375,604,498.89	9
47QTCK18D0011	Northrop Grumman Systems Corporation	\$273,378,739.52	9
47QTCK18D0014	International Business Machines Corporation	\$60,763,718.21	4
47QTCK18D0015	Agile Defense, Inc.	\$94,143,933.60	2
47QTCK18D0017	STG, Inc.	\$200,000.00	1
47QTCK18D0019	Digital Management, LLC	\$2,190,760.56	1
47QTCK18D0020	By Light Professional IT Services LLC	\$104,760,698.83	1
47QTCK18D0021	ActioNet, Inc.	\$66,260,977.69	2
47QTCK18D0022	CGI Federal Inc.	\$6,652,731.95	3
47QTCK18D0028	NTT DATA Services Federal Government, LLC	\$114,664,336.00	1
47QTCK18D0029	Deloitte Consulting LLP	\$482,023,459.40	8



Alliant 2 Primes Awards

Contract #	Prime	Total Estimated Value	# of Task Orders
47QTCK18D0030	Perspecta Enterprise Services, LLC	\$964,017,159.30	3
47QTCK18D0031	ManTech Advanced Systems International, Inc.	\$49,976.86	1
47QTCK18D0032	REI Systems, Inc.	\$481,545.15	1
47QTCK18D0033	Wyle Laboratories, Inc.	\$277,405,178.97	1
47QTCK18D0034	Sevatec Inc.	\$44,338,015.94	2
47QTCK18D0036	Accenture Federal Services LLC	\$258,285,591.71	4
47QTCK18D0037	AT&T	\$43,865,071.14	4
47QTCK18D0039	Planned Systems International, Inc.	\$83,395,582.87	1
47QTCK18D0041	Serco Inc.	\$82,263,133.00	1
47QTCK18D0044	Maximus Federal Services, Inc.	\$176,403,637.90	4
47QTCK18D0047	ECS Federal, LLC	\$285,510,777.81	2
47QTCK18D0052	Parsons Government Services Inc.	\$590,798,842.08	1
47QTCK18D0054	VariQ Corporation	\$33,147,984.12	2
47QTCK18D0055	NCI Information Systems, Inc.	\$9,517,750.53	1
47QTCK18D0056	Jacobs Technology Inc.	\$322,081,335.98	3
47QTCK18D0060	Salient CRGT, Inc.	\$506,741,808.07	2



Contractor Qualifications

- Contractors cleared up to the SECRET facility clearance level (Majority have TOP SECRET)
- Approved/Acceptable Cost Accounting System
 - Majority have Approved Purchasing System
- Experience with Overseas Projects
- Dedicated Program Manager and Contracts Administrator



Unique Selling Proposition

Flexible and Comprehensive – Full range of contract types; IT Anywhere, Anyplace

Integrated IT Solutions - IT service based solution which may include ancillary non IT components that are integral and necessary to accomplishing the IT mission



Alliant 2 Industry Partners

Accenture Federal Services LLC

Ace Info Solutions, Inc.

AECOM Management Services, Inc.

ActioNet, Inc.

Agile Defense, Inc.

American Systems Corporation

AT&T Government Solutions, Inc.

BAE Systems Tech Solutions & Svcs. Inc.

Battelle Memorial Institute

Booz Allen Hamilton Inc.

By Light Professional IT Services LLC

CACI, Inc. - Federal

CGI Federal Inc.

Data Networks, Inc.

Data Systems Analysts, Inc.

Deloitte Consulting LLP

Digital Management, LLC

DRS Global Enterprise Solutions, Inc.

ECS Federal, LLC

Enterprise Information Services, Inc.

General Dynamics Information Tech, Inc.

ICF Incorporated, LLC

Indus Corporation

International Business Machines Corp

Jacobs Technology Inc.

HII Mission Driven Innovative Solutions Inc

Leidos, Inc.

Lockheed Martin Corporation

ManTech Advanced Systems Intl, Inc.

Maximus Federal Services, Inc.

NCI Information Systems, Inc.

NJVC, LLC

Northrop Grumman Systems Corp

NTT DATA Svcs Federal Govt, LLC

Parsons Government Services Inc.

Perspecta Enterprise Solutions, LLC

Planned Systems International, Inc.

Pragmatics, Inc.

Quality Software Services, Inc.

QWEST Govt Svcs. Inc. d/b/a Century Link QGS

Raytheon Company

REI Systems, Inc.

Salient CRGT, Inc.

Science Applications International Corporation

Serco Inc.

Sevatec Inc.

Smartronix. Inc.

STG, Inc.

Telos Corporation

VariQ Corporation

Wyle Laboratories, Inc.





History of Alliant

- Alliant Total Estimated Sales \$46B to 75 agencies
- 51 of 56 Alliant Primes have at least 1 award
- Overall average 3.0 proposals submitted
- Out of 774 task orders awarded
 - 35 protested 26 of those have been denied
- Defense Procurement Acquisition Policy (DPAP) endorsement
- State Department awards \$2.5B Vanguard II task order
- GSA first agency to move email to the Cloud under Alliant
- Enterprise-wide support for multiple agencies





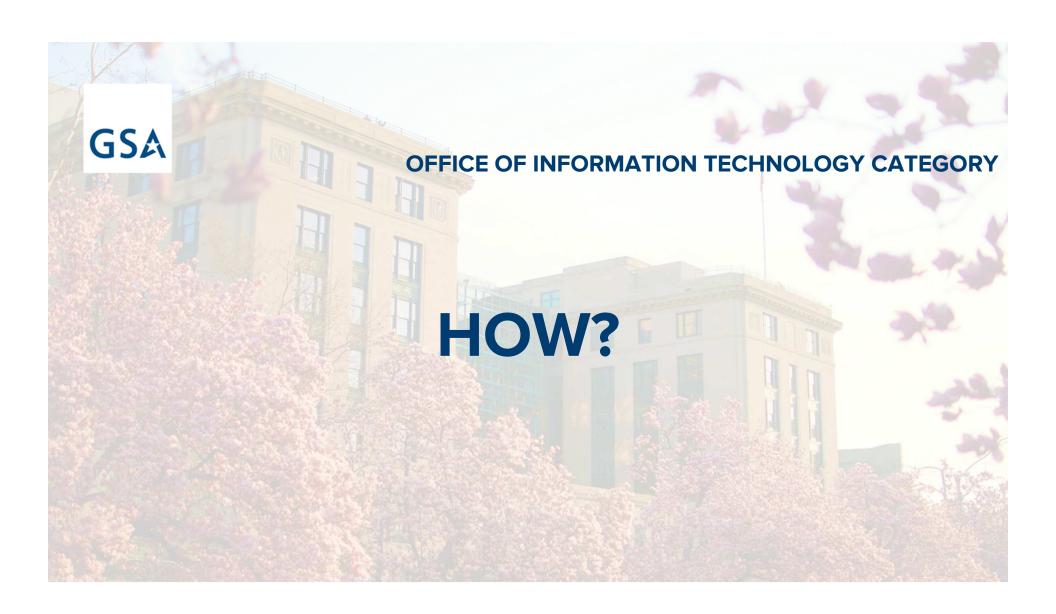
Historical - Top "10" Agencies Using Alliant by Value

Agency	Total # of Task Orders	Total Estimated Value
Department of Homeland Security	32	\$8.05 B
Department of the Army	142	\$6.19 B
Department of the Air Force	155	\$5.15 B
Department of State	10	\$2.74 B
Department of the Navy (includes Marines)	101	\$2.40 B
Special Ops Command - SOCOM	6	\$2.34 B
Department of Human and Health Services	20	\$2.15 B
Defense Manpower Data Center	13	\$1.71 B
Department of Justice	16	\$1.57 B
General Services Administration	16	\$1.49 B



Historical Top 10 Agencies Using Alliant by Task Orders

Agency	Total # of Task Orders	Total Estimated Value
Department of the Air Force	155	\$ 5.15 B
Department of the Army	142	\$ 6.19 B
Department of the Navy	101	\$ 2.40 B
Department of Homeland Security	32	\$ 8.05 B
Department of Treasury	23	\$ 504 M
Environmental Protective Agency	21	\$ 1.33 B
Department of Health and Human Services	20	\$ 2.15 B
Department of Agriculture	18	\$ 959 M
General Services Administration	16	\$ 1.49 B
Department of Justice	16	\$ 1.57 B





Delegation of Procurement Authority (DPA) Required

- 60 90 Minute DPA training available to anyone/everyone within the Federal Government
- Actual DPA itself issued only to warranted contracting officer (1102s)
- DPAs do not expire until the contract expires
- Full acquisition control remains in hands of the ordering contracting officer (OCO)
- Free for all agencies



Where To Get Alliant 2 DPA Training?

- DPA training webinars are offered twice a month.
 Customers can register at: www.gsa.gov/events
- Request training or have a question, Client Support Call Center: 877-534-2208
- Defense Acquisition University (DAU) offers online DPA training (24/7): www.dau.mil/training (for all GWACs)





OMB Names Alliant 2 GWAC a Best-in-Class for Information Technology Solutions!

On September 29, 2017, OMB designated the Alliant GWAC as a best-in-class solution for information technology services.

What does this mean?

- Allows acquisition experts to take advantage of pre-vetted, government-wide contract solutions;
- Supports a government-wide migration to solutions that are mature and marketproven;
- Assists in the optimization of spend, within the government-wide category management framework; and
- Increases the transactional data available for agency level and governmentwide analysis of buying behavior.





Alliant 2 is Comprehensive & Flexible

Comprehensive

- Anything IT Anywhere
- Scope aligned with Federal Enterprise Architecture Framework (FEAF) and Department of Defense Information Enterprise Architecture (DOD IEA)
- 31 Standard IT Service Labor Categories
- Non-Standard IT Service LCATs and Ancillary Service Labor categories are permissible at the discretion of the OCO



Alliant 2 is Comprehensive & Flexible

<u>Flexible</u>

- FAR 16.505 Streamlined ordering procedures facilitate short lead time acquisitions
- All Contract Types: Firm Fixed Price (FFP), Cost, Labor Hour (LH), Time & Material (T&M), and Hybrids
- Ancillary services allowed to support an IT Solution, as long as integral and necessary to the solution





Anything IT Anywhere

Every conceivable aspect of IT Services, Including but not limited to:

- 3-D Printing Integration
- Agile Development
- Artificial Intelligence
- Blockchain
- Big Data
- · Biometrics /Identity Management
- Cloud Computing
- Context-aware Computing
- Critical Infrastructure Protection and Information Assurance
- Cyber Security
- · Data-Centers and Data-Center Consolidation
- Digital Government
- Digital Trust and Identity Integration and Management
- Digitization and Imaging
- Energy and Sustainability Measurement and Management
- Enterprise App Stores and Mobile Security
- Enterprise Resource Planning
- Integration Services
- Internet of Things
- IPV6 migration & upgrades

- IT Helpdesk
- IT Operations and Maintenance
- IT Services for Healthcare
- IT Services for Integrated Total Workplace Environment
- Mobile-Centric Application Development, Operations and Management
- Modeling and Simulation
- Network Operations, Infrastructure, and Service Oriented Architecture
- Open Source Integration and Customization
- · Outsourcing IT Services
- Sensors, Devices and Radio Frequency Identification (RFID)
- Shared IT Services
- Software Development
- Virtualization
- Voice and Voice Over Internet Protocol (VOIP)
- Web Analytics
- Web Application & Maintenance
- Web Services
- Web Hosting

In The Real World...

- Emerging technologies are grandfathered to scope.
 If it is an IT Service, it is in scope
- FEAF function centric designed to support a common approach for the integration of strategic, business and technology management as part of organization design and performance improvement
- All the "buzz" in scope (Cloud, Blockchain, etc)
- Hardware and Professional Services not in scope but if required may be considered ancillary and allowed







CAF CAP Ceiling Memorandum

CAF Cap Memo (available for download on the Alliant 2 website)

 The memorandum has been issued as a guidance for industry partners and customers, on how to apply the CAF cap ceiling. The new content in the memo will be incorporated into future DPA and CPRM training sessions.

The memo include the following points to clarify how to apply the CAF cap ceiling to large orders:

- CAF is calculated separately for each 12 month increment on each awarded Order regardless of the Base or Option Period being performed. CAF can NEVER be prorated.
- Within each 12 month increment, following the Order start date, CAF is calculated at .75% of the total invoiced amount until the next 12 month increment or until the CAF CAP is reached for that 12 month increment. CAF CAP is detailed above. (or as specified in an MOU)



How to Apply the CAF CAP Ceiling to Large Orders

Example: How CAF Cap ceiling is applied to large orders:

A multi-year order with a Base Period and one or more option periods with a CAF cap due for each 12 month increment in the amount of \$150,000.

Period of Performance:

- 5/15/2019 to 5/14/2020 ... \$150K CAF CAP
- 5/15/2020 to 5/14/2021 ... \$150K CAF CAP
- 5/15/2021 to 5/14/2022 ... \$150K CAF CAP

Total CAF due = \$450,000

POCs: Vanessa Ussin – <u>vanessa.ussin@gsa.gov</u>

Anjanette Alvarado – anjanette alvarado@gsa.gov





Business Development Suggestions

The following items are provided as suggestions for increasing awareness and usage of your Alliant 2 GWAC contract:

- Ensure all associates have read and understand your contract and ordering guide
- Keep marketing plan current
- Familiarize yourself with the Alliant 2 GWAC website so you are able to direct customers to documents or contact information
- Utilize Social Media to market the contract (such as LinkedIn, Facebook)
- Continue to maintain and post Alliant 2 GWAC contract information, awards and news releases on your company website
- Create and maintain your Alliant 2 marketing brochures and post on your website



Business Development Suggestions

- Create an repository of success stories to represent the types of work performed by your company and share with the Alliant 2 program so we can share successes
- Notify your existing contacts and customers about your Alliant 2 GWAC award
- Contact GSA Customer Service Directors (www.gsa.gov/csd)
- Invite customers to participate on conference calls with the Alliant 2 Program
 Office (PMO) to discuss a new or existing requirement
- Research markets and locate opportunities in SAM, GOVWIN, eBuy, etc.
- Attend conferences and events. Consider bringing customers to events where the Alliant 2 PMO is offering training or exhibiting



Business Development Suggestions

- When exhibiting at a conference, make sure to display the Alliant 2 placard
- Participate in the Alliant 2 Shared Interest Group (SIG)
- Inform customers that they can submit their SOWs for review and receive a scope determination from the Alliant 2 Program Office







Tools & Support

- Content Rich Web Site (www.gsa.gov/alliant2)
- Comprehensive Ordering Guide
- Complimentary SOW Reviews, Upon Request
- SOWs Samples Available on the Acquisition Gateway
- Acquisition Templates Available on the Acquisition Gateway
- Contract Access Fee (CAF) Cap
- Defense Procurement Acquisition Policy (DPAP) Endorsed
- Delegation of Procurement Authority Training
- Alliant and Alliant Small Business Prices Paid Tool (Government use only) A2/A2SB will be added at a later date
- Acquisition Gateway workspace for the Federal acquisition workforce
- Contractor's Contract Vehicle webpage Contract terms and conditions and issued modifications are available on the Contractor's site

General Alliant 2 Information

- > alliant2@gsa.gov
- **>** (877) 534-2208





Alliant 2 Complimentary SOW Reviews

- Opportunity to establish rapport
- Relationships developed leading to better understanding of customer mission & requirements
- Assist customers in acquisition planning
- Promote quality assurance & integrity of GWACs per GSA's executive agency OMB designation
- Allow early risk mitigation
- Advisory Ordering Contracting Officer (OCO) has total control and responsibility for their Order
- Provide a formal written response that can be retained in the Task Order (TO) contract file

36



Tools for Ordering Offices

Streamline your procurement
 Receive Training
 Obtain Delegation
 Create Statement of Work
 Compete to All
 Award to One

Email Training request to Alliant2@gsa.gov

Need complimentary scope review?

www.gsa.gov/gwacscopereview

Compete using e-Buy <u>or</u> send directly using Alliant2Awardees@gsa.gov

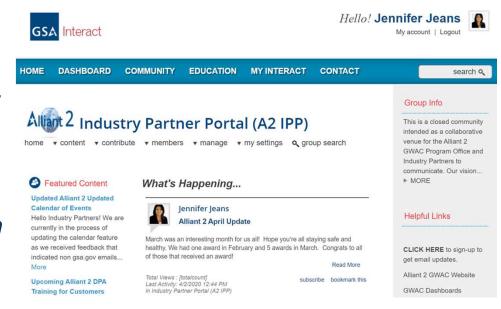
Send signed award document to Alliant 2 PCO at Alliant2@gsa.gov

OFFICE OF INFORMATION TECHNOLOGY CATEGORY

Alliant 2 Industry Partner Portal (IPP)

We recently kicked off a new Interact Alliant 2 IPP website. This is a private group and only available to our A2 industry partners. To request access:

https://interact.gsa.gov/group/industry-partner-portal-a2-ipp





Websites that will bring value to your efforts:

- Alliant 2: www.gsa.gov/alliant2
- GWAC Dashboards (run your own query on GWAC usage): www.gsa.gov/gwacdashboards
- Free Scope Reviews: <u>www.gsa.gov/gwacscopereview</u>
- Alliant 2 Contract & Ordering Guide: www.gsa.gov/Alliant2 then click on the Resources section on left side of page
- Sample Statements of Work: https://hallways.cap.gsa.gov/
- **Training:** We offer Alliant 2 Delegation of Program Authority training "free of charge" twice a month and the class is no more than 90 minutes long. **By attending you'll receive 2 CLPs credits!** You can register online by choosing the day that best fits your schedule: www.gsa.gov/events
- DAU: Alliant 2 DPA training is available through the Defense Acquisition University. www.dau.mil/training
- Acquisition Gateway http://hallways.cap.gsa.gov
- Alliant 2 Prices Paid Tool: http://hallways.cap.gsa.gov Government access only Will be available in the near future

OFFICE OF INFORMATION TECHNOLOGY CATEGORY

Request Publications from GSA's Centralized Mailing List Service (CMLS)

www.gsa.gov/cmls

TECHNOLOGY - Professional IT Services

- Alliant 2 Information Sheet (5-19-00815)
- Alliant 2 Placards (for booth display) (18-00951)
- Best In Class Slipsheet (05-19-00641)
- Assisted Acquisition Services (AAS) (05-19-00658)
- More to come!



ILS General Services Administration

GSA's Alliant 2 Governmentwide **Acquisition Contract**

Technology Solutions for Your Mission Requirements

Introduction to the Alliant 2 Government.
Acquisition Contract (GWAC)
GGN-Allant 2 GWAC)
GGN-Allant 2 GWAC. a margia- wound indefinite delivery/
indefine quarity (PM-DD) contact of lering comprehensive,
feethed IT softonie workholde. Allant 2 growles bets - value
arternation technology (IT) solution to feeded agrees,
from the contraction of the contraction of the contraction
all paintesses. The Allant 2 contract has the ambilion.

all subcontracted work (measured in
all subcontracted work (measured in

The scope of Alliant 2 aligns with U.S. Federal Enterprise Architecture, which encompasses all components of an integrated IT solution, including new technologies that may emerge during the life cycle of the contract. This GWAC will provide IT solutions through the performance of a broad

As a Best-in-Class contract, Alliant 2 is designated by the Office of Management and Budget as a preferred governmentwide solution.

Alliant 2's Features and Benefit

Features	Benefits	
A \$50 billion program ceiling and a five-year base period with one five-year option	Allows for long-term planning of large-scale program requirements	
Scope aligned with Federal Enterprise Architecture (FEA) and Department of Defense Enterprise Architecture (DODEA)	Conforms to Office of Management and Budget policy mandates for IT investments and is consistent with the curre IT definition at any given time	
All contract types, such as fixed-price, cost-reimbursement, labor-hour, and time-and-materials	Offers flexibility of contract types for optimal risk mitigation	
Ancillary support permitted when it is integral to and necessary for the IT services-based outcome	Facilitates integrated IT solutions.	
Access to exceptionally qualified industry partners	Enables innovative solutions from experienced providers	
Aggressive subcontracting goals set at 50 percent of subcontracted dollars	Provides subcontracting opportunities for small businesses	
Pre-competed, easy-to-use contract with streamlined ordering procedures based on FAR 16.505	Saves time and money by reducing procurement lead time	
Complimentary scope-compatibility reviews	Promotes contract compliance and reduces risk of adverse audits	
Requires fair opportunity under FAR 16.505 - Ordering	Supports competition among highly qualified industry partner	
No protests on orders \$10 million and under, except on the grounds that the order increases the scope, period of performance, or maximum value of the GWAC.	Minimizes protest risk and supports timely order award for optimal mission support	



Alliant 2 Placards

 Placards are available for you to display at upcoming conferences – you may order through CMLS (www.gsa.gov/cmls)





Client Support Resources

Customer and Stakeholder Engagement (CASE)

- Primary points of entry for all GSA Federal Acquisition Service Program channels
- Provide direct access to GSA in meeting client agency's
- National Customer Service Center (NCSC) (800) 488-31
- NCSCcustomer.service@gsa.gov
- http://www.gsa.gov/portal/content/101351



Customer Service Directors (CSDs)

- Worldwide network
- Provide assistance, resolve problems and answer questions to customers
- www.gsa.gov/csd



OFFICE OF INFORMATION TECHNOLOGY CATEGORY

Alliant 2 GWAC Division Resources



Resource	Name	Contact Info
Alliant 2 Email		alliant2@gsa.gov
Alliant 2 Website		gsa.gov@alliant2
Procuring Contracting Officer (PCO)	Roman Rodriguez	Roman.rodriguez@gsa.gov - (202) 374-0842
Admin Contracting Officer (ACO)	Diemle Phan	<u>Diemle.phan@gsa.gov</u> - (858) 243-8006
Program Manager	Omar Saeb	Omar.saeb@gsa.gov - (619) 578-4722
Client Support	Mimi Bruce	Mimi.bruce@gsa.gov - (925) 735-1641
Director	Paul Bowen	Paul.bowen@gsa.gov - (617) 913-3523
Contracting Officer Representative (COR)	Jennifer Jeans	Jennifer.jeans@gsa.gov - (858) 442-9509
	www.gsa.gov/itc	43



Customer Engagement Division

Assigned to the Alliant Program to provide business development, training and customer outreach:

Lealyn "Lyn" Sankey IT Account Manager lyn.sankey@gsa.gov 858-603-3057



Frequently Asked Questions

 Q1: Can an Agency use a GWAC directly or do they have to go through GSA?

A1: Agencies can issue Task Order/s using their own staff or request contract assistance through GSA Assisted Acquisition Services (AAS) to place Task Order/s on their behalf

 Q2: How does a client receive Delegation Training and where do I send them for this information?

A2: Several venues for training: webinar, on-line, on-site, and during outreach events and conferences. For more information contact Mimi Bruce, Director of Client Support (877) 534-2208 or email at alliant2@gsa.gov



Frequently Asked Questions

Q3: When does Alliant 2 expire?

A3: The Alliant Contract expires June 30, 2028. The performance of the Task Orders may extend no more than five (5) years beyond the expiration of the Basic Contract (June 2023). Maximum performance period of Task Orders maybe up to 10 years, depending on specific agency regulations

 Q4: The client has a requirement that may fit Alliant 2 what do I do?

A4: Clients may submit the requirement using the online tool www.gsa.gov/gwacscopereview. The scope reviews take place every Tuesday and Thursday and a response will be sent to the client within 48 hours



Frequently Asked Questions

Q5: What is the fee to use a GWAC?

A5: The fee is .75% of invoiced costs similar to GSA Schedule

 Q6: I have a client that needs more information about Alliant 2, where do I send them?

A6: To Mimi Bruce, Director of Client Support (877) 534-2208 or to Omar Saeb, Program Manager (619) 578-4722

